STATE LIBRARY OF PENNSYLVANIA
3 0144 00502998 8

Instructions for Control Center Telephonists

PY
D313.2
I59c
c.1

STATE LIBRARY OF PENNSYLVANIA
1745

PY D313.2 I59c c.1
Fels Institute of Local and
State Government.

INSTRUCTIONS FOR CONTROL CENTER TELEPHONISTS

U. S. CITIZENS DEFENSE CORPS OF PENNSYLVANIA

Prepared by the
Institute of Local and State Government
University of Pennsylvania

For the

STATE COUNCIL OF DEFENSE
Commonwealth of Pennsylvania

HARRISBURG, PA.

P38.7
PENNSYLVANIA STATE LIBRARY

STATE COUNCIL OF DEFENSE OF PENNSYLVANIA

Governor Arthur H. James
Chairman

Samuel S. Lewis
Lieutenant Governor

G. Harold Wagner
State Treasurer

F. Clair Ross
Auditor General

Wm. S. Livengood, Jr.
Secretary, Internal Affairs

Edward Martin
Adjutant General

Charles H. Ealy
President Pro Tem. Senate

Elmer J. Kilroy
Speaker of the House

Mrs. Wm. J. Clothier
Webster Newton Jones
Leo A. Achterman

A. C. Marts
Executive Director

A. Boyd Hamilton
Secretary

CONTROL CENTER TELEPHONISTS

Civilian protection against enemy air raids will be effective only if the Citizens Defense Corps is capable of averting catastrophe when bombs fall. We are relying upon this huge army of volunteers to meet the emergency when it arises. Whether or not it will measure up to the task will depend largely upon the degree of organization, adequacy of training, and the kind of direction given when direction is needed.

Vital to the entire organization for air raid protection is the communications system, and a heavy reliance is placed upon telephones. Too much emphasis cannot be placed upon the importance of developing the highest degree of efficiency, accuracy, and speed in the reception and dispatch of messages by telephone. Persons who have the responsibility for operating the communications system, or any phase of it, also assume the responsibility of preparing themselves to do the very best job possible.

Telephonists are members of the Staff Corps, and are required to take twenty hours of basic training as outlined in the *Instruction Manual for Basic Courses.* These additional instructions were prepared to supplement the basic training. Commanders of the various control centers will probably add instructions which pertain specifically to their respective locations.

A. C. Marts

Executive Director
State Council of Defense

August, 1942

Digitized by the Internet Archive
in 2016

https://archive.org/details/instructionsforc00fels

I. INTRODUCTION

A. THE CONTROL CENTER

In air raid emergencies the field operations of the Citizens' Defense Corps are directed and coordinated through a system of control centers.

The "Nerve Center" of Civilian Protection

The control center is the nerve center of civilian protection in action. When air raid incidents occur, messages are immediately dispatched to the control center by the air raid wardens. As the information contained in these reports is assembled and plotted on the control map, the Commander sends his forces into action where needed. Fire forces are dispatched to the fires started by incendiary bombs. Rescue Squads and Medical Units speed to the scene to help the trapped and the injured. Demolition and Clearance Crews, followed by Road Repair Crews, clear away debris and reopen streets to traffic. Utility repair squads repair broken cables and mains. Meanwhile, the air raid wardens, fire watchers and auxiliary police are operating in the field—aiding civilians, controlling incipient fires, and preventing looting and sabotage.

Commander and Staff Direct Operations

Assisting the Commander, who is appointed by the relevant council of defense to assume full charge of civilian protection during air raids, is his staff. Seated at the control table are the chiefs of the six emergency services—wardens, fire, police, medical, public works, and utilities—who advise the commander on service units available and service units to be dispatched to the scene of incidents. The staff also includes a controller, communications officer, plotting officer, panel clerk, records clerk, messengers and telephonists.

B. AIR RAID WARNING SYSTEM

Army Detects Enemy Raiders

The air raid warning system is operated by the Military Aircraft Warning Service and the Civilian Air Raid Warning System. The Aircraft Warning Service has been organized by the Combat Command of the U. S. Army Air Forces to detect and report the approach of enemy airplanes, to enable our fighting planes to attack the hostile raiders and to enable the military authorities to warn communities in the path of invading bombers. The Civilian Air Raid Warning System gives warning by messages and signals of the approach of enemy aircraft so that each locality can mobilize its civilian protection forces to meet the challenge.

Air Raid Information Is Relayed

The First Fighter Command Area, which includes Pennsylvania, is divided into air defense regions, each with a command post or in-

formation center. Air defense regions are subdivided into two or three smaller areas, each with a central communications point known as a filter center. Each filter center area is in turn subdivided into smaller areas, each with an observation post manned by civilian observers. Stationed in the information center is a civilian air raid precautions officer who transmits air raid messages to warning districts threatened by the raiders. The warning district centers in turn relay the signals to the control centers which alert the civilian population when necessary.

II. INSTRUCTIONS FOR TELEPHONISTS

Telephonists perform two vital functions: (1) transmitting air raid warnings to persons on official warning lists, and (2) receiving incident reports and dispatching messages. Accuracy and speed are essential. Emergencies require prompt action. One error may result in confusion or tragedy. Study the following instructions and keep them handy for regular reference.

A. AIR RAID WARNING MESSAGES

1. Be constantly alert for the flash of air raid warning signals. The following chart shows the nature of each warning transmitted by the 1st Fighter Command through the civilian air raid warning system, and the text of your telephone message for each signal. Lists of recipients for each signal will be furnished to you.

AIR RAID WARNING SIGNALS

Color	Name of Message	Text of Message Passed by Telephone	Distribution and Meaning	Signal
Yellow	Preliminary Caution	"Air Raid Message—Yellow"	**Confidential** — To limited number of recipients who take precautionary and unobtrusive measures to be ready to act instantly the action warning is received.	Telephone call only.
Blue	Lights Warning	"Air Raid Message—Blue"	**Confidential** — To limited number of recipients same as above; also a "lights warning."	Telephone call only.
Red	Action Warning	"Air Raid Message—Red"	**Public Warning**—Meaning that an air raid may occur within a short time.	Telephone call plus public air raid sirens.
White	All cear or Raiders Passed	"Air Raid Message—White"	Circumstances necessitating the preliminary caution now passed. Also, if other warnings have been sent, this indicates "all clear."	Telephone call; also, public sirens (all-clear signal) if the red alarm is still in force.

2. When an air raid warning signal is flashed, proceed immediately, unless otherwise directed, to call all recipients on the appropriate warning list. If the yellow signal is flashed, call those on the yellow list; blue signal, blue list; and red signal, red list.

   Lists of recipients of air raid warnings are compiled by air raid warning authorities. The recipients are not the same for each warning but some persons receive all warnings. Therefore, each telephonist has three separate lists: one for preliminary caution on yellow paper, one for lights warning on blue, and one for action warning on red. The lists will be placed at each telephonist's station. Each list gives the name of each recipient in order of priority, the telephone exchange and number, and several columns for noting the results of calls at various times.

WARNING LIST FORM

Office designation———————

Sheet No.———————

AIR RAID WARNING—RED

√=Delivered; DA=Doesn't Answer; BY=Busy*

Exchange and/or Number	Name of Recipient	Date	Date	Date	Date	Date	Date
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Time last acknowledgment received———————

Initials of dispatching operator———————

* Any other difficulties to be recorded on reverse side.

a. Use one date column, as shown on the warning list form, for each warning fanned out. Note the date and time the warning was received by the control center.
b. Call recipient in the order listed. Make no attempt to call recipient by any number other than that listed.
c. If no answer is received within 15 seconds, enter "DA" (Doesn't Answer) in the appropriate date column and call the next recipient. On dial systems, check the 15 second ringing period by counting three complete ringing tone cycles. This should not occur since recipients must have their telephones manned continuously.
d. If a busy signal is received, enter "BY" (Busy) in the appropriate date column and call the next recipient.
e. If no ringing tone is obtained, re-dial the number at once. Only two successive attempts should be made to get any recipient.
f. When connection is made and the recipient answers, give the control center name or other designation, and deliver the message as shown in chart under II, A, 1. Examples: "Harrisburg Control Center—Air Raid Message—Blue," or "Control Center, District 2—Air Raid Message—Red."
g. When the last recipient on the list has been called, make a second attempt to reach those with "DA" or "BY" opposite their names.

3. If the blue signal is flashed while you are calling the yellow list, continue with the yellow list but give the blue message (lights warning), then begin calling the blue list.
4. If the red signal is flashed while you are calling the yellow or blue list, *immediately* start on the red list.
5. If not all telephonists' stations are manned when a warning is flashed, the telephonist who completes her calls first should move to the next station, and so on.
6. When all warning calls have been completed, stand by for the next warning flash or for incident messages.
7. If the "all clear" is flashed while either the yellow or blue warnings are in force, call all those who have been warned.

B. IN-MESSAGES AND OUT-MESSAGES

1. When you answer the phone or make a call, give the control center designation, *e.g.* "Harrisburg Control Center," instead of "Hello."
2. Use the in-message form for all incoming messages:
   a. Initial incident reports are air raid warden reports of bombing damage.
   b. Supplementary reports are all calls, mainly for additional assistance, following the initial report from a bombing incident.
   c. Service unit reports are reports by service units that they have returned to their depots from bombing incidents.

IN-MESSAGE

Date.....

Telephonist's Initials.....

Type of report: Initial ..... Supplementary ..... Other .....

Reporting Agent (Warden, Police Officer) .....

Warden's Zone No. ..... Sector No. ..... Post No. .....

Location of Incident: .....

Type of Bomb: Incendiary ..... Gas ..... H. E. .....

Unexploded ..... Location .....

Casualties: Approximate No. .....

No. Serious Injuries .....

Any trapped under wreckage? Yes ..... No .....

Fire: Yes ..... No ..... Under control: Yes ..... No .....

Damage to Utilities: Water ..... Gas ..... Sewers .....

Electric cables ..... Telephone .....

Roads Blocked (Specify): .....

.....

.....

Time Incident Occurred: .....M.

Services on Hand or Coming .....

.....

.....

Remarks: .....

.....

.....

.....

.....

.....

Time Message Completed: .....M.

Message No. .....

3. Listen intently. Be certain that you have recorded the information accurately, legibly, and completely. Where possible, record the information received verbatim. Ask the reporting agent to repeat if necessary.
4. Record each item of information as you receive it. Don't rely on your memory. Learn the positions of the various items on the in-message form so that a minimum of time is lost in recording the information. Wardens are instructed to report information in a standard order. Each telephonist will have a pad of in-message forms, in triplicate.
5. Use only approved abbreviations.
6. Be certain to record your initials and the time the message was completed. Indicate whether message is an initial incident report, a supplementary incident report, or other type of report. Leave "Message No." blank; it will be filled in by an officer.
7. Hand all copies of each message as completed to the messenger who delivers them to the executive officer or communications officer. Do not leave your phone unless a substitute is provided.
8. When a service unit message is received, record the full message on the in-message form, under "Remarks." Hand to messenger for delivery to the proper officers.
9. When sending out-messages, call the designated person or unit immediately. Lists of telephone numbers for out-messages will be supplied. If you are unable to make a connection after two attempts, make a note to that effect in the lower right hand corner of the form, and send it immediately to the appropriate officer. Use the following symbols: DA for Doesn't Answer, BY for Busy. If call is completed, record time of dispatch and your initials.
10. Avoid confusion. Talk to others present only when necessary and in a low voice.

C. GENERAL INSTRUCTIONS

1. The location of the Control Center and its telephone numbers must be kept secret. Never mention them to anyone other than Control Center personnel. Avoid discussion of your work with outsiders.
2. Speak quietly, clearly, slowly. Talk directly into the mouthpiece. Do not chew gum.
3. Make every effort to attain absolute accuracy; read back information to the reporting agent if necessary. Write legibly.
4. Be patient and remain calm under the most trying conditions.
5. Speed is important but accuracy is essential. Concentrate so that you function with a minimum loss of time.
6. All telephone conversations must be as brief as possible consistent with clarity.
7. Keep informed regarding your schedule of duty. Begin your shift on time. If you cannot report for duty, notify your superior as soon as possible.

OUT-MESSAGE

Date: .....

To: .....

Address: .....

TEXT:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Time of Origin of Message: .....

From: (signature) .....

Time of Dispatch of Message .....

Telephonist's Initials .....

Message No. .....

8. Do not leave your control center station until relieved or unless someone else is in attendance.
9. Cooperate in keeping the control center clean, orderly, and business-like whether or not an alarm is in effect.

D. SPEECH EXERCISES

The following exercises have been developed by the Bell Telephone Company for telephonists and others to whom clear, distinct telephone conversation is important.

1. *To Exercise The Lips:* (1) Extend them forward in open circular form; then let them relax and return to normal. Repeat several times. (2) Starting with lips closed, puff them apart with the breath, as for the sound of "p" in the word "part," and repeat this rapidly. (3) Repeat, adding the various vowel sounds, in order, as "pah," "pay," etc. (4) Again repeat, substituting the "b" sound, as, "bah," "bay" etc.

2. *To Exercise The Tongue:* (1) with mouth well open, curve tip of tongue upward to touch gums just back of front teeth, and return to normal. Repeat several times, gradually speeding up. (2) Repeat, sounding "lah" each time tongue is lowered. (3) Again repeat, successively using the sounds "tah," "nah," and "dah."

3. *To Exercise The Jaw:* (1) drop the jaw, with muscles relaxed, far enough to permit inserting the thumb sidewise between the teeth. Return to closed position, and repeat several times. (2) Repeat, sounding the syllable "mah" each time the jaw is dropped. (3) Repeat, using the sounds "maw" and "moh". Avoid any forcing down or stiffening of the jaw. It should drop loosely.

4. *Practice Sentences*

   The following sentences were selected because the combinations of vowels and consonants are especially suited to speech training. Read them aloud, slowly enough to give every sound its proper value and to be conscious of your mouth action. Repeat them over and over as a speech exercise.

   (1) For distinct enunciation, every word, every syllable, every sound, must be given its proper form and value.

   (2) Think of the mouth chamber as a mold, in which the correct form must be given to every sound.

   (3) Will you please move your lips more noticeably?

   (4) The teeth should never be kept closed in speech.

   (5) As your voice is the most direct expression of your inmost self, you should be careful, through it, to do yourself full justice.

   (6) You may know what you are saying, but others will not, unless you make it clear to them.

(7) Through practice, we can learn to speak more rapidly, but still with perfect distinctness.

(8) Good speech is within the reach of everyone, through conscientious practice.

(9) The courtesy of face-to-face conversation, where the smile plays such an important part, can be expressed, over the telephone, only through the tone of voice and a careful choice of words.

5. *Pronunciation of Names and Numbers.* This section gives widely accepted rules for pronouncing names and numbers. Practice pronunciation until these rules are followed automatically.

(1) Names. In receiving or passing a name of which you are not certain or which is not understood, spell it if it appears desirable or give the significant letters. For example, "Is that F-A-N-W-O-O-D" when you are uncertain whether the person is saying "Fanwood" or "Fernwood," or "Is that 'B' as in 'Bertha' or 'C' as in 'Charles'?" when uncertain whether the person is saying "Boles" or "Coles." Similarly, in passing orders, when the recipient does not understand, indicating a key letter may clear up the matter more quickly than spelling the entire word.

Occasionally you may find it necessary to verify a letter. It is then helpful to indicate the letter by a name that is readily understood, and for this purpose the following table is given to provide a uniformity that will facilitate communication.

A	Alice	N	Nellie
B	Bertha	O	Oliver
C	Charles	P	Peter
D	David	Q	Quaker
E	Edward	R	Robert
F	Frank	S	Samuel
G	George	T	Thomas
H	Henry	U	Utah
I	Ida	V	Victory
J	James	W	William
K	Kate	X	X-ray
L	Louis	Y	Young
M	Mary	Z	Zebra

(2) Digits. Pronounce the different digits and party line letters as follows without, however, exaggerating the pronunciation given.

Numeral or Letter	Pronunciation	Formation of Sound
0	OH	long O
1	WUN	strong W and N
2	TOO	strong T and long OO
3	TH-R-EE	strong R and long EE
4	FO-ER	long O and strong R
5	FI-IV	first I long, the second short, and a strong V
6	SIKS	strong S and KS
7	SEV-EN	strong S and V and well-sounded EN
8	ATE	long A and strong T
9	NI-EN	first N strong, long I, and mild emphasis on the EN
10	TEN	strong T and N
J	JAY	strong J and long AY
M	EM	short E and strong M
R	AHR	strong R
W	DOUBLE-U	full value given to each syllable
F	EF	short E and strong F